

RACO MANUFACTURING & ENGINEERING COMPANY

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AlarmAgent™

Alarm Agent™  
Website User's Manual

RACO MANUFACTURING & ENGINEERING COMPANY

# **AlarmAgent™ Website User's Guide**

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## Welcome to AlarmAgent.com!

*AlarmAgent.com is RACO's newest wireless technology, bringing a state-of-the-art, Web-based interface to our complete line of alarm detection and notification products.*

**A**larmAgent.com is a revolutionary alarm detection and notification system which offers ease-of-use, cost-efficiencies, and around-the-clock access to its users. Wireless, Web-enabled RTUs monitor and collect data from equipment 24 hours a day. Users can easily access and view secured data from any Internet-connected appliance via a secure Web site. Administrators can make administrative changes just as easily.

## Accessing the Website

This section of the manual is for all users who will be accessing the AlarmAgent™ web site.

A separate section of this manual covers the additional operations that **Customer System Administrators (CSAs)** in your company may perform.



To access the secure AlarmAgent™ web site, go to [www.alarmagent.com](http://www.alarmagent.com) and log in, using the unique web site login name and web site login password which has been assigned to you by a CSA and automatically sent to you via email.

**Note:** When your company purchased AlarmAgent™ service, a specific person was assigned an initial web site login name and web site login password. That person can then add additional users with their own passwords and access levels (Customer Service Administrator access or just User access).

## System Dashboard

Upon login in, you are presented with the User tab selected, and the System Dashboard page is displayed. This page gives you a quick overview of any RTUs in your company system which has current alarm activity or is OFFLINE or DISARMED.

The screenshot shows the 'System Dashboard' for the 'Water Management Group'. The top navigation bar includes links for HOME, PRODUCTS & SERVICES, NEWS & EVENTS, ABOUT US, SUPPORT CENTER, and CONTACT US. Below this, a secondary bar shows SYSTEM DASHBOARD, MAP, VIEW REPORTS, VIEW RTU STATUS, VIEW EVENT LOGS, and LOGOUT. The main content area is divided into several sections: 'EXPIRED RTUS' (None), 'DISARMED RTUS' (None), 'RTUS OFFLINE' (None), and 'MESSAGE OF THE DAY'. A table titled 'NOTIFICATION GROUPS' lists groups like Electrician Yard, Everyone, Maintenance Crew, Management Group, Plumbers Group, Security Team, and Watchdog Group, each with an 'ACTIVE ALARMS' count of 0. A 'REALTIME EVENTS' section at the bottom provides links to the 'User's Manual' and 'WRTU Installation Manual', with a note that the page refreshes every 30 seconds. On the right side, there are sections for 'ALARMS WITH NOTIFICATIONS IN PROGRESS' (OPEN FOR) and 'ALARMS ACKNOWLEDGED OR CLOSED' (RESOLVED IN). The WMG logo and 'WATER MANAGEMENT GROUP' text are also visible.

In addition to the listing of any DISARMED RTUs, RTUs which are OFFLINE and the Message of the Day, the following items on the System Dashboard provide noteworthy interactive features:

### Notification Groups and Active Alarms

This listing indicates the number of unacknowledged alarms associated with each Notification Group.

NOTIFICATION GROUPS	ACTIVE ALARMS
<a href="#">Electrician Yard</a>	0
<a href="#">Everyone</a>	0
<a href="#">Maintenance Crew</a>	0
<a href="#">Management Group</a>	0
<a href="#">Plumbers Group</a>	0
<a href="#">Security Team</a>	0
<a href="#">Watchdog Group</a>	0

Notification Groups are groups of users created by a CSA and linked to specific alarm conditions so that a given alarm will result in notifications in sequence to members of that group.

If you click on any group, information on the most recent alarm is shown, along with the state of the associated input channel as of the most recent contact with the RTU.

Water Management Group			
GROUP DETAILS - PLUMBERS GROUP			
<div> <div>Sort By</div> <div>Sort Second By</div> <div>Sort</div> <div>Refresh</div> </div>			
RTU/CHANNEL	LAST ALARM	CHANNEL STATE	LAST CONTACT
Squaw Valley Lift Station / Chlorine Leak Detected	Feb 23, 2015 10:24:26 AM	Chlorine Leak Detected, Alarm	Feb 23, 2015 10:25:29 AM
Squaw Valley Lift Station / Pump 1 Runtime	None	Pump 1 Runtime, Normal	Feb 23, 2015 10:25:29 AM
Squaw Valley Lift Station / Pump 2 Runtime	None	Pump 2 Runtime, Normal	Feb 23, 2015 10:25:29 AM
Squaw Valley Lift Station / Well Runtime	None	Hours, Normal	Feb 23, 2015 10:25:29 AM
Squaw Valley Lift Station / Well Production Totalized Flow Rate	None	x 1000 Gallons, Normal	Feb 23, 2015 10:25:29 AM
Squaw Valley Lift Station / Well Flow Rate	None	Gallons Per Minute, Normal	Feb 23, 2015 10:25:29 AM

This page is automatically refreshed every 5 mins

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## Alarms with Notifications in Progress

Click on Alarm link to view the Alarm Details.

ALARMS WITH NOTIFICATIONS IN PROGRESS	OPEN FOR
<a href="#">Squaw Valley Lift Station - Chlorine Leak Detected</a>	0.05 Hrs
ALARMS ACKNOWLEDGED OR CLOSED	RESOLVED IN
<a href="#">Squaw Valley Lift Station - Generator is Running</a>	0.02 Hrs
<a href="#">Squaw Valley Lift Station - Watchdog alarm - RTU missed a scheduled Report.</a>	0.05 Hrs

## Acknowledged Alarms

This portion of the dashboard displays the alarms that have previously been acknowledged. The length of time displayed on the dashboard is determined by the “Duration of Acknowledged Alarms on Dashboard” value located on the System Wide Settings page for CSAs.

**Note:** *The CSA establishes a setting that controls how long acknowledged alarms remain on the displayed acknowledged alarms list.*

ALARMS WITH NOTIFICATIONS IN PROGRESS	OPEN FOR
ACKNOWLEDGED ALARMS	RESOLVED IN
<a href="#">Wastewater Treatment Plant - Breaker #635 TRIPPED</a>	0.25 Hrs
<a href="#">Wastewater Treatment Plant - Breaker #638 TRIPPED</a>	0.5 Hrs

## Real-time Events

This portion of the dashboard displays warning messages from Real-time units.

REALTIME EVENTS	
2/23/15 2:01 PM	Pump 2 Runtime on RTU Squaw Valley Lift Station reached 75% of its realtime event threshold.

## Alarm Details

Click on the listed alarm to view the details of the alarm notification in progress. Users are presented with the option to acknowledge the alarm, snooze the alarm, ignore the alarm, or review other active alarms.

## Water Management Group

### ALARM DETAILS

Group:	Electrician Yard
Source:	Wastewater Treatment Plant
Channel Message:	Breaker #637 TRIPPED Alarm
Time Of Alarm:	Jun 20, 2005 11:16:37 AM
Currently Notified:	Brighton Early - Email - Jun 20, 2005 11:16:38 AM
Next Notification:	Brighton Early, via Email - Jun 20, 2005 11:26:38 AM
Current Channel State:	Breaker #637 TRIPPED Alarm
Acknowledged Status:	Alarm not yet acknowledged
Snooze Reset Timer:	

Acknowledge This Alarm

Snooze This Alarm

Next Alarm

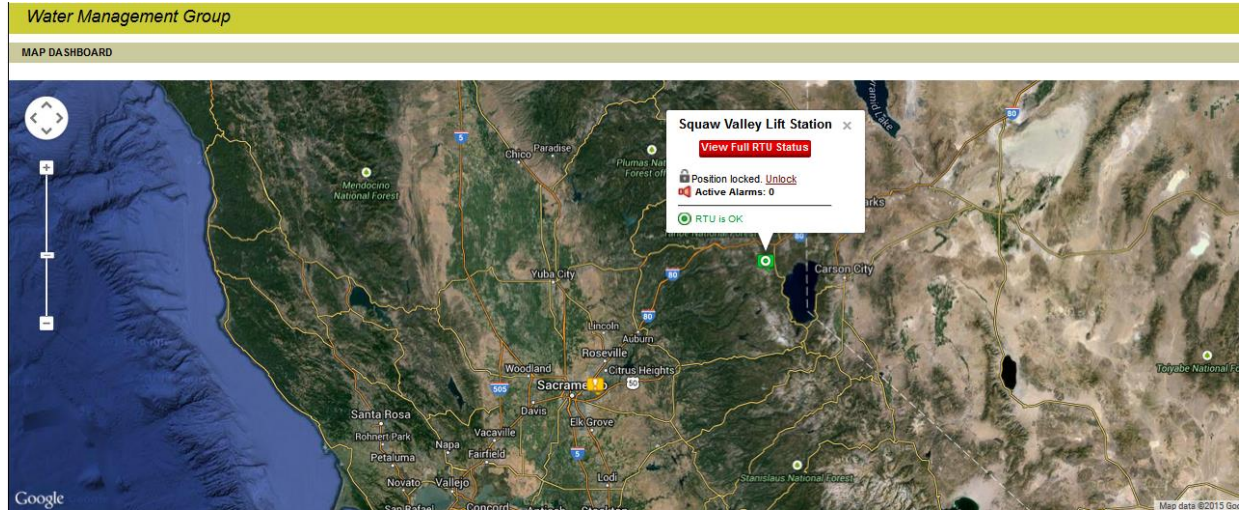
## User Tab Selections

From the available tabs, you may select any of the following:



## MAP Dashboard

When you click the MAP tab, you are directed to the MAP Dashboard:



The MAP Dashboard will display the location and status of your company's fleet of AlarmAgent RTUs. The location information is entered on the RTU Status page. From the RTU icon, you can follow links to the RTU Status or to any active alarm detail. Symbols are defined in the legend, as shown below:





## View Reports tab

When you click the View Reports tab, you are presented with a separately opened window which allows you to specify the following aspects of the report to be viewed:

**Water Management Group**

**VIEW REPORTS**

**REPORT PREFERENCES**

RTU: Wastewater Treatment Plant

Report Range: 10 Days

Screen Resolution: 1024 \* 768

Report Type: Pump Performance

Report Format: ☐ Graph ☒ Tabular ☐ Both

Close Window View Report

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### RTU Selection:

This allows you to select which RTU in your system you wish to initially view the report for.

**Note:** Once the report for this RTU has been generated, you will be able to click on "Next RTU" or "Previous RTU" so that you can rapidly review the correspondingly formatted report for all RTUs in your system in rapid sequence.

### Report Range:

This allows you to select how many days back from the current date you wish the report to include. Selecting a small date range makes the data to be viewed more detailed and compact, and also generally faster to load, especially for graphs.

### Screen Resolution:

If you know your computer's screen resolution setting, select it from this list. The selection you make does not change the screen resolution setting on your computer. Instead, it informs the web site as to how best to compose the reports to fit on your screen.

This setting is not critical.

If you do not know your computer's resolution setting, the best thing to do is experiment.

If you select a higher resolution setting than your actual screen resolution, you will have to scroll left and right to view the full width of the report. If you select too low a resolution, the report will not fill the full width of your screen.

If you change your resolution setting, it will be retained for future sessions, whether by you or by other users for that computer. If you also use another computer for which a different resolution setting is appropriate, whatever setting you make will be retained for that computer independently.

### **Report Type:**

This allows you to specify which type of data is to be displayed in the report, and whether the data is to be in tabular form, graph form, or both.

The types of data available to view depend upon the Application Template setting for the RTU as well as the Service Level established for this RTU.

If your RTU is set to Application Template 1, 2, 3 or 4 (Pump Station monitoring), you may select among the following, depending upon your Service Level:

### **Pump Performance Report:**

This report can be used to detect anomalies in pump or controller performance such as clogs, problems with alternation, etc.

This is based on the fact that when a pump's performance suddenly changes, it substantially shifts the balance in the ratio of starts, run times and GPM (gallons per minute).

Any such imbalances will be immediately apparent in the graphs included in Pump Performance reports.

Note that once having set up the report for one RTU, you can get the corresponding reports for other RTUs in your system using the Next RTU and Previous RTU buttons.

Thus, you can quickly scan all pumps in your system for emergent problems on a daily basis.

Besides indicating pump performance and total station flow, the cumulative run time, as well as two "hours until maintenance" tracks is shown.

### **Status History Report:**

This report shows the daily status of input states and armed/disarmed status transmitted by the RTU, as of the time the report was transmitted.

### **Analog Readings Report (IF SUPPORTED BY YOUR SERVICE LEVEL):**

All Application Templates provide alarms for exceeding high or low analog set points (assuming channels 9 or 10 are configured for analog).

However Application Templates 1 to 4 does not include analog readings in the Template (Pump Performance) report. A separate Analog Readings Report provides analog readings (average, maximum, minimum and current reading as of time of report). This requires a corresponding Service Level.

Application Templates 5 to 7 provide analog readings as part of their Template Report, without need for the separate Analog Readings Report. However the Analog Readings Report does provide some additional detail for those who need it.

**Arm/Disarm Report (IF SUPPORTED BY YOUR SERVICE LEVEL):**

The Arm/Disarm report provides a time- and date-stamped historical log of each time the RTU has been armed or disarmed. This requires a corresponding Service Level.

Note that the armed/disarmed status as of the time of each daily transmission is indicated in the Status History Report without need for a corresponding Service Level.

For Real-time units, a separate report is not needed, so the Arm/Disarm report information is now located in the “Non-Alarm Events Log.”

**RTU Health Report (REAL-TIME UNITS ONLY):**

The RTU Health Report contains information about signal strength, input power, battery power, and RTU uptime.

**Real-time Channel Status Report (REAL-TIME UNITS ONLY):**

The Real-time Channel Status Report contains information collected from data sent by the RTU. This data included both sampled and event data. Sampled data is delivered by RTU on a regular schedule. Event data is delivered when an Event occurs. Data is time stamped and sort by time received.

If your RTU is set to Application Template 5, 6 or 7 (general purpose applications), the available choices are:

**Template Report:**

This periodic report displays the status of the RTU inputs as of the time the transmission was sent by the RTU, including analog readings (if channels 9 or 10 are configured for analog) as well as any run time or totalizer data (depending upon how the inputs have been configured).

The report interval is normally 24 hours, but depending upon the Service Level, it may be 6 or 12 hours.

**Status History Report:**

As described for templates 1-4 above

**Separate Analog Reading Report (IF SUPPORTED BY YOUR SERVICE LEVEL):**

Normally this report is not needed with templates 5, 6 or 7 because analog readings are included in the corresponding template reports. However in some cases this separate report will still be

desirable because it can provide more complete resolution and detail for the current, average, minimum and maximum readings for the report period.

**Arm/Disarm Report** (IF SUPPORTED BY YOUR SERVICE LEVEL):

As described for templates 1-4 above

**Viewing the Report:**

Once you have made your report selections, click on View Report. The report will appear in a separately opened window. The substantial amount of data presented generally requires scrolling up and down to view the full report.

If you have selected a Pump Performance report, (or a Template Report for Application Templates 5, 6 or 7), there are buttons located on the bottom of the page for selecting the same report for other RTUs in your system without need to go through the report formatting process again.

**Printing the Report:**

A button located at the bottom of the report allows you to set up a printable version of the report. This printable version has a button located at the bottom of the report to actually print the report.

However, limitations imposed by popular browsers make it impossible to prevent graphs from sometimes being “chopped up” in printing. If you wish to avoid this, it is suggested that you export your data to Excel and then create the desired graphs and print them as described below.

**Exporting Data from the Report:**

A button located at the bottom of the report causes the data in the report to be exported to a text file. The file name will include a date code so that you can identify the files at later dates.

An example of the date code is 20050403. This translates to the third day of the fourth month of 2005 (April 3, 2005).

You will be prompted to select whether to open the file directly in Excel (or some other suitable application), or to save the file directly to your local hard drive.

Your browser will determine the directory under which the file will be saved, and in general it will be an unfamiliar one. For this reason, it is generally easier to select to open the file. You may then save the file under any name and directory that you choose.

Alternatively, you may set your browser to save downloads in a directory of your choice. The specific method for making this setting depends upon your browser.

**Note:** *If you already have Excel open, you may need to switch to the Excel window to view the file.*

At a minimum, you will want to adjust column widths to accommodate the titles and data for each column (field). The easiest way to do this in Excel is to select all the relevant columns (holding down Shift). With all the columns selected, double click on the right hand boundary of any column header. Excel will

then automatically adjust all the column widths.


RACO provides Excel macros which will do this automatically, as well as automatically create the graphs that correspond to those appearing on the web site reports.

## View RTU Status tab

This tab allows you to view the detailed status of the RTU as of the time of the most recently received transmission. This is usually the time of the most recent scheduled report.

RTU NAME: SQUAW VALLEY LIFT STATION

Firmware Version: v5.2.226

LAST KNOWN RTU STATE AS OF FEB 23, 2015 10:36:18 AM	
Alarms in the Last 24 Hrs:	3
Configuration Changes Pending:	None
Last Contact with RTU:	Feb 23, 2015 10:36:10 AM
Next Scheduled Report from RTU:	18 Hrs 24 Mins
RTU's Signal Strength Indicator:	70% (7 bars on bar graph)
RTU On Line:	Yes <input type="button" value="Force RTU Off Line"/> ?
RTU Armed:	Yes
Last Known RTU Location:	Latitude: 30.90785868758866 Longitude: -94.43854544209898 <a href="#">Edit on a Map</a> 

The status page includes the name of your company and the name of the RTU whose status is currently being viewed, along with the following information:

### Firmware Version:

The major and minor firmware revision number is shown here.

### Last Known RTU State As Of:

This field displays the date and time of the latest refresh of the RTU data.

### Alarms in the Last 24 Hrs:

This field displays the number of active alarms recorded during the last 24 hours.

### Configuration Changes Pending:

The cellular network which AlarmAgent uses requires a delay of at least two minutes between transmissions to the RTU. This item indicates how many such commands are presently waiting to be sent, which almost always will be zero. This is an issue for CSAs to deal with.

### Last Contact with RTU:

This field shows the date and time the RTU last contacted/connected to the AlarmAgent website.

### Next Scheduled Report from RTU:

This field displays the amount of time (in Hours and Minutes) until the next scheduled report is to be delivered.

**RTU's Signal Strength Indicator:**

This field indicates the signal strength level between the RTU and the nearest cell tower.

**RTU ONLINE:**

When the RTU is in OFFLINE status, the web site will not expect to get periodic reports from the RTU, and thus will not generate unwanted Watchdog (missing report) alarms.

Generally, you should consult with a CSA before making a change in an RTU's OFFLINE or ONLINE status.

**RTU ARMED:**

Normally the RTU should be in the ARMED state.







When the RTU is DISARMED, it will not send any alarm transmissions. However it will still send periodic reports.

**Last Known RTU Location:**

This field displays the longitude and latitude for the selected RTU. Location is edited by clicking on the "Edit on the Map" link. RTUs location appears on the Map Dashboard.

**Channel State Legend:**













Directly underneath the "Last Known RTU State" is the channel state legend. This legend details the color coding of channel states and the description associated with each color coding. The color coding from top to bottom is Green, Blue, Yellow, and Red as shown below:

	Normal
	Anything currently acknowledged - problem being dealt with
	Any non-normal state that is not acknowledged
	Any non-normal state that is not acknowledged and is suspended
	RTU is Offline and the Current Channel State is unknown
S	Real-time Ch enabled - Transmit sampled data on defined time schedule 
E	Real-time Ch enabled - Transmit asynchronous event data

- The "S" symbol shows a channel that is set to sample data at a regular interval (Real-time units only).
- The "E" symbol shows a channel that is set to record events as they occur. When an event occurs, such as a channel transitioning to a new state, the data is sent to the AlarmAgent database servers.

**Channel, AC Power, and Battery States:**

This portion of the RTU Status page displays the last known channel state. This list contains the channel status color indicator, the current channel message, and the last known state of the RTU channels, AC Power, and Battery:


CHANNEL STATE					
1			E		Pump 1 Runtime, Normal
2			E		Pump 2 Runtime, Normal
3		open	E		Hours, Normal
4		open	S		x 1000 Gallons, Normal
5		closed	E	Escalating	Chlorine Leak Detected, Alarm
6		open	E		Generator is Running, Alarm, Now Normal
7		open	E		System Pressure is, Normal
8		open			Spare, Normal
9		open	S		PPM, Normal
10		open	S		Gallons Per Minute, Normal
P		Input Power		Power On	
B		Battery		Battery power is 13.6 volts	

You can quickly view the status pages for all the RTUs in your system using the “Next RTU” and “Previous RTU” buttons at the bottom of the page.

## View Event Logs tab

The AlarmAgent web site maintains logs of relevant events. These logs can be used as “audit trails” among other purposes:

**Water Management Group**


**LIVE SUPPORT** (8AM - 4PM Pacific)  
Chat now >

VIEW EVENT LOGS

**EVENT LOG PREFERENCES**

RTU: American River Lift Station

Report Range

Start: 2/13/15

End: 2/23/15

Screen Resolution: 1024 \* 768

☒ Alarm Events

☐ Non-Alarm Events

☐ Non-RTU related Events

☐ Comm Check Events

Close Window

View Log

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## Report Types:

### Alarm Events:

This report contains all the alarms and acknowledgements for the selected RTU, in the selected time period.

**Non-Alarm Events:**

This report contains all the non-alarm information for the selected RTU, in the selected time period. Information included: Relay operations, polls, reports, configuration changes, and miscellaneous items such as threshold reached or exceeded.

**Non-RTU events:**

This report contains information about call-ins and log-ins to the system.

**Comm Check Events:**

This report contains information about Comm Check events received. Comm Check is a service that must be approved by RACO Manufacturing & Engineering Co., Inc. to avoid areas of poor quality signal, to avoid nuisance watchdog alarms.

## **Receiving and Acknowledging Alarm Notifications**

### **Voice Phone Calls**

Alarm notifications via voice phone calls begin with AlarmAgent identifying itself as the caller. If your CSA has chosen to require the entry of PINs, you will be prompted to enter your PIN. The name of your system (company) is stated.

AlarmAgent will then state that there are one or more unacknowledged alarms. It will also state the RTU name and the channels which are in alarm.

Then you will be prompted to do one of the following:

- **Acknowledge the alarm (stop notifications)**
- **Snooze the alarm (see explanation below)**
- **Decline to accept the alarm (let notifications proceed to other users)**
- **Repeat the alarm information**

If there are additional unacknowledged alarms, they will be stated one by one, with the same set of choices for each alarm. If there are no more unacknowledged alarms, AlarmAgent will so state and end the call.

### **Snoozing**

Snoozing suspends further notifications for the alarm until the configured number of hours has elapsed. At that later time, if the alarm condition has not returned to normal, a new set of notifications will begin.

If the CSA has elected not to allow snoozing of alarms, then the snooze option will not be mentioned in the phone call.



### **Return to Normal**

If your company's CSA has chosen for notifications to occur when the alarm condition returns to normal, you will receive such notifications, with a similar set of choices.

### **Special Cases**

Occasionally an alarm will be acknowledged by someone else during the call being placed to you. If this should occur, AlarmAgent will so state.

If there is an area wide power failure resulting in simultaneous power failure alarms from multiple RTUs, a special message will so state. If there are more than five such alarms, the first five RTUs will be identified, and AlarmAgent will state that there are additional RTUs experiencing this power outage. You may log onto the web site to view the names of the remaining RTUs with power failure alarms.

### **Email Notifications**

Email notification messages will identify the system (company), as well as the RTU name and the channel(s) in unacknowledged alarm. It will include a link to the web site where you can directly acknowledge the alarm.

### **Text Notifications**

Text Notifications will also identify the system (company), RTU and channels in alarm, but the information may be partially truncated. To acknowledge text messages you may log onto the web site or call the toll free phone number.

## **Placing Calls to AlarmAgent via the Toll Free number**

At any time, you can get alarm information by calling toll free 1 877 374 7932. AlarmAgent will ask you to enter the 7-digit System Access Code (SAC).

If your company's CSA has chosen to require entry of PINs, you will be prompted to enter it as well.

AlarmAgent will then state whether there are any unacknowledged alarms, and if so, it will identify them one by one and give you the same set of options as would occur if you were receiving an alarm notification voice call.

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